**Abhijit Ghosh**

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**Professional Summary**

Enthusiastic support professional with 6 + years of IT experience seeking to benefit an IT departments with different technical aspects and strong management skills, skilled at building rapport with diverse individuals while handling complex technical issue. Skilled problem-solver able to communicate with users at all levels of technical proficiency. Troubleshoot, resolve and document user help requests for Servers and Storage devices and Cloud platofrms.

**Work Experience:**

**Hewlett Packard Enterprise**

**March 2019 – Till Date**

**Devops Engineer**

* Understanding the customers environment and apply knowledge to improve the overall experience and best practice recommendations
* Working on HPE solutions like One View and Greenlake with collaboration to cloud and Integrated lights out to enhance service experience
* Building Cloud architecture for scalable solutions – Good experience in AWS and building highly available solutions in cloud. Knowledgeable in EC2, VPC, NAT, EBS, S3, RDS, IAM , MFA,Cloud Front,Labmda, API gateway,Cloud watch , Cloud Formation etc
* Integrated Build Process through Jenkins to various SCM tools like GitHub.
* Provide Password less authentication and identity management on Linux / Ubuntu servers using SSH-Keygen
* Experience working in continues delivery model, which includes tools like Ant and Maven, Jenkins, Remote deployer (Ansible)
* Good Knowledge with automation tools like Jenkins to implement the CI/CD pipeline for End-to-End Automation.
* Hands on Experience in deploying applications in Apache Tomcat application web server.
* Experienced in build tools such as Ant or Maven to generate project Artifacts and troubleshoot Build issues.
* Configuration Nagios server and monitoring the health status of services and server.
* Experience in containerization in docker environment,Creating Docker volume and customize images by using docker file.
* Have basic understanding of Kubernetes architecture on running micro services

**Convergys**

**Cloud Engineer**

**July 2017 – Feb 2019**

* Provide support to end users of accounting software offline and online
* Creating and managing the Amazon EC2 instances , applying the group policies and providing the security in AWS and help customer to move their data to cloud

From start to finish to provide best experience for the client

* Fixing Data base files using SQL Sybase & Merlin tool with continuous communication with the production team and developers to bring the best out of the product
* Understanding the customers environment and apply knowledge to improve the overall support experience and best practice recommendations
* Assisting in renewal of contracts and warranties for the whole account and providing best pathway for appropriate support level for future
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* Provide assistance to business and fresh support teams in onboarding and guiding through the process structure and On Job Training phrase
* Pitching in over elevated cases and calls depending on the severity of the cases and production impact and helping clients with best solution
* Delivering onsite operations and planning tasks for all of my clients which helps customers understand their contract and how they could benefit
* Configuration Nagios server and checking the health status of services and server.
* Experience in containerization in docker environment,Creating Docker volume and customize images by using docker file.

**Dell**

**Technical Support Executive**

**May 2016 – March 2017**

* Maintained up to date knowledge of all company products service procedures and offerings to properly assist clients
* Supported small business customers via inbound technical support calls and chats and emails
* Providing complete hardware support and solution to the customer and finding resolution towards OS issues merging with multiple vendors on call or remote
* Investigated reported issues and walked customers through scripted service protocols to rule out numerous problems
* Fill in far in house IT services as needed installing new desktop systems for developer’s project managers and quality assurance team members
* Responded to client account questions including billing and field service requests
* Created service requests and dispatches to replace defective parts or request technician assistance
* Provide technical support for in-house and consumer and enterprise customers
* Participating on develop and configuration, troubleshooting an areas of specialization and taking initiatives to contribute in cross-functional teams and engineering teams Providing extended support over OS deployment and bug fixes , Exp – Linux , VMware , Windows

**Limtex Infotech Limited**

**Technical Support Executive**

**January 2014 – May 2015**

* Supported small business customers via inbound technical support calls
* Assisted customers having hardware software and networking issues on Windows OS
* Researched client issues , creating KB to resolve complaints promptly
* Displayed exceptional people skills and maintained calm demeanor during every phone call
* Assisting in renewal of contracts and warranties for the whole account and providing best pathway for appropriate support level for future
* Fill in far in house IT services as needed installing new desktop systems for developer’s project managers and quality assurance team members
* Responded to client account questions including billing and field service requests
* Created service requests and dispatches to replace defective parts or request technician assistance

**Educational Qualification**

* Graduates from Vinayaka Mission University on the year of 2016

**Personal Information**

**Interests and Hobbies: Reviewing Gadgets and playing carrom**

**Date of Birth: December 7th 1987**